



# IMPORTANT SAFETY RECALL

March 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_.

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2015 model year Chevrolet Traverse, GMC Acadia and Buick Enclave vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110, Paragraph 4.1 “Tire Selection and Rims”, which requires such vehicles to be equipped with tires that meet the requirements of FMVSS No. 139, Paragraph 6.3.2 “New Pneumatic Radial Tires for Light Vehicles”. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall 15067.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Our records indicate that your vehicle may have been serviced with one of the recalled tires. Goodyear Tire & Rubber Company (Goodyear), has informed GM that certain P255/65R18 Fortera HL tires sold by Goodyear to GM and installed on such vehicles fail to conform to FMVSS 139 and could experience tread cracking. If the tire treads crack, a loss of tire pressure and possible tire failure may result, increasing the risk of a crash. In the event that this condition would manifest itself in tires in service, tread chunking, noise, or vibration may occur. Goodyear has filed a separate notice of noncompliance under 49 CFR part 573 that provides further detail (15T002).

### What will we do?

Your GM dealer will inspect the tires and all tires that are identified within the DOT date range beginning 4814 through 0115 will be replaced with conforming tires. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of 15 minutes. If tire replacement is required, an additional 20 minutes to 1 hour and 10 minutes will be required, depending on the number of tires that require replacement.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Oldsmobile	1-800-630-6537	1-800-833-6537
Pontiac	1-800-620-7668	1-800-833-7668
Saab	1-800-955-9007	
Saturn	1-800-972-8876	1-800-833-6000
Hummer	1-866-964-8663	
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V044.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #15067